

Making Places of Public Accommodations Accessible to All

A STEP BY STEP GUIDE



Produced by the Greater Bloomington Chamber of Commerce Diversity Team with a generous grant from ADA-Indiana, Indiana's State Steering Committee

2004

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This handbook is available in alternative formats on request.

INTRODUCTION

By Steve Howard, President
Greater Bloomington Chamber of Commerce

The Chamber Diversity Team is pleased to provide this handbook, which is one in a series of handbooks that is designed to help small businesses deal with workplace issues. Previous handbooks include "Employing Latinos: Welcoming New Neighbors to the Workforce," "Understanding Cultural Diversity for Fun and Profit," and "Hiring and Supporting People with Disabilities."

This new handbook, "Making Places of Public Accommodations Accessible to All," will help businesses deal with provisions of the Americans with Disabilities Act (Title III) that require virtually every business to provide "reasonable accommodations" to persons with disabilities.

In the context of this part of the ADA, the term "disability" mostly applies to persons with mobility and sensory impairments. Perhaps they use a wheelchair or cannot hear well or have a visual or communication impairment.

There are several good reasons for accommodating people with disabilities. Certainly, one reason is that if a business chooses not to provide an accommodation, it is subject to lawsuits and fines. While that is reason enough to comply, it is the least persuasive. The law is the "stick," or compliance document. I'm more interested in "carrots," or incentives.

What are the incentives to provide customers reasonable accommodation?

Your bottom line. There are more than 49.7 million people with disabilities in the United States. This group of potential customers has more than \$250 billion in discretionary income. Why would any business choose to exclude or limit access to their business for a large number of people, especially when accommodation of such persons is usually an inexpensive *investment*?

I use the word *investment* deliberately. Businesses regularly make investments in advertising to get more people into their stores. I believe that most accommodation investments are low cost when compared to the very high cost of advertising and they have the same effect as advertising: getting more people through the door.

Your business reputation. We live in a small community, one in which tolerance and generosity are highly valued attributes. And, because we are small, "the word" gets around quickly. Why would any business risk being branded as mean spirited, or worse, by not cheerfully making every reasonable effort to accommodate people with disabilities? And people with disabilities typically have family, friends and associates who may be more likely to patronize your business because of your attitude towards accessibility. As a point of interest, we are in the process of modifying the Chamber's business directory to identify businesses that have been deemed "accessible" by the Council for Community Accessibility, if the businesses so choose. Why? Bottom line and community reputation!

Your other customers. If your business is more accessible to customers with disabilities, it is also more accessible to other customers. Ah, we're back to the bottom line; more people in the door, more money in your pocket!

You! How do you want to feel about yourself and your personal reputation and place in the community? I think the best reason to provide reasonable accommodation to people with disabilities is that *it's the right thing to do!* Put yourself (or someone you really care about) in the place of a blind person or a person who uses a walker or wheelchair. How would you feel if you (they) couldn't get into your business?

I hope you will learn two important things from this handbook:

- The ADA is not a harsh act; it uses words like "reasonable" and "common sense."
- Providing reasonable accommodation usually is not expensive.

Let this handbook serve as your guide to doing the right thing and, as a byproduct, getting compliant with federal and state standards of accessibility.

If you'd like copies of the other handbooks, call us at the Chamber, 812-336-6381.

FREE ACCESSIBILITY SURVEY

**This coupon entitles the bearer to one free accessibility survey.
To redeem, call the Council for Community Accessibility at 349-3471.**

EXPIRES: When all businesses in Monroe County are fully accessible to people with disabilities.

By taking advantage of the wealth of information about the ADA that is readily available and by using tax credits and deductions, you can make your business accessible to all at a minimum cost. You will not only be complying with legal requirements but also enhancing your customer base.

ADA Myths and Truths

Myth #1: It costs too much to make an existing business accessible.

TRUTH: The ADA, contrary to what you might have heard, is based on common sense. As explained elsewhere in this handbook, existing businesses have to make only “readily achievable” steps to improve accessibility. Readily achievable means, essentially, affordable. If you can’t afford it, you don’t have to do it. Remember, there are federal tax credits and deductions available to help offset the costs of making accessibility improvements. These are described later in this handbook.

Myth #2: The ADA has led to a litigation explosion, with businesses being sued over trivial matters.

TRUTH: In the first five years after the ADA was passed, there were about 650 lawsuits. Given that the ADA applies to tens of thousands of businesses, employees and units of government, that’s not exactly an explosion.

Myth #3: Restaurants, even restaurants that have never had a blind customer, have to provide Braille menus.

TRUTH: Restaurants have to provide equal service to people with disabilities, including blind customers. Having a server read the menu to a blind customer is perfectly acceptable. Making it clear that you are willing to do so may result in your having more customers in general, including blind customers. Maybe you haven’t had any blind customers because you don’t provide this service. If you want to have your menus printed in Braille, I.U.’s Adaptive Technology Center, 812-856-4112, provides this service.

Myth #4: Accessibility doesn’t benefit very many people and thus it is not worth the expense.

TRUTH: Again, making accessibility improvements does not often cost that much, and if it costs more than you can afford, you don’t have to do it. Second, accessibility benefits more people than you might think. It benefits people who meet the legal definition of having a disability, of course, and that alone justifies the expense. But accessibility also benefits people who have temporary impairments — people, for example, who may be using a cane for only a short time. Accessibility benefits parents who are pushing strollers. It benefits people who do not have legal disabilities, but because of their size, can put the extra space in a restroom to good use. Watch at College Mall sometime, and you will notice that most people choose to use the ramp rather than the stairs.

Myth #5: If a person with a disability requests an accommodation, I have to do what they want, even if there’s a cheaper way to accommodate the person.

TRUTH: The law requires you to make reasonable accommodations for a person with a disability, but not necessarily the exact accommodation the person requests. Let’s say you run a dry cleaning business with steps at the main entrance. A customer with a disability requests that you pick up and deliver his clothes to him. If pick up and delivery is not a standard service, you don’t have to do that for him. Instead, you could install a ramp, post a sign to direct customers to another, accessible entrance or have an employee meet the customer at the door.

What the ADA Requires

Title III of the Americans with Disabilities Act prohibits the exclusion of people with disabilities from places of public accommodation and requires that businesses remove barriers to accessibility when it is affordable to do so. This handbook addresses how businesses can attract this often overlooked customer base.

What is a “public accommodation?”

Public accommodations include stores, restaurants, bars, theaters, hotels, recreation facilities, museums and schools. Nearly all types of private businesses that serve the public are covered, regardless of size.

Many older businesses were built without features to accommodate people with disabilities. This lack of accessibility makes it impossible for many people with disabilities to take part in everyday activities such as eating in a restaurant or shopping in a store.

Different responsibilities apply, depending on whether you operate an existing facility, you’re remodeling an existing facility or you’re constructing a new building. Contrary to a common

assumption, existing facilities are not exempted by “grandfather provisions.”

While it may not be possible for many businesses, especially small businesses, to make their facilities fully accessible, there usually is much that can be done to make the business more accessible. Under the ADA, you must remove barriers to accessibility if doing so is “readily achievable” or easily accomplished without much difficulty or expense. The readily achievable requirement is based on the size and resources of the business. So businesses with more resources are expected to do more to remove barriers than businesses with fewer resources. Barrier removal is an ongoing obligation — you need to remove additional barriers in the future as you have the funds to do so.

What are architectural barriers?

Architectural barriers are physical features that limit or prevent people with disabilities from obtaining the goods or services that the public accommodation offers. They can include parking spaces that are too narrow to accommodate people who use wheelchairs; steps at the entrance or to part of the selling space of a store; round doorknobs or door hardware that are difficult

to grasp; aisles that are too narrow for a person using a wheelchair; a high counter or narrow checkout aisles at a cash register; and fixed tables in dining areas that are too low to accommodate a person using a wheelchair.

In evaluating what barriers need to be removed, a helpful general resource is the ADA Guide for Small Businesses, available at <http://www.usdoj.gov/crt/ada/smbusgd.pdf>. It's also a good idea to seek input from people with disabilities; they can make valuable contributions to the barrier-removal process. Members of the City of Bloomington's Council for Community Accessibility are available for free consultations. Call 812-349-3471 for information. Finally, for detailed technical assistance, you should consult the ADA Standards for Accessible Design. These can be found at www.usdoj.gov/crt/ada/stdspdf.htm. Most public libraries also have copies of the Standards.

Sometimes, existing conditions, limited resources or both will make it not readily achievable to follow the Standards fully. When this happens, your accessibility improvements may deviate from the Standards so long as the measures do not pose a significant health or safety risk.

When deciding which barriers to remove first, the Standards require that you do the following:

- First, provide access to the business from public sidewalks, parking and public transportation.
- Second, provide access to the areas where goods and services are made available to the public.
- Third, once these barriers are removed, provide access to public rest rooms. When these barriers have been removed, it may be necessary to remove any remaining barriers, such as those that limit use of public telephones and drinking fountains.

The following examples illustrate common barriers and suggest solutions that may be readily achievable. Inserted in this handbook is a perforated checklist that will help you evaluate your business's accessibility.

Step One: Making Parking Accessible

When parking is provided for the public, designated accessible parking spaces must be provided, if doing so is readily achievable. Restriping a parking lot is usually considered affordable, or readily achievable. An accessible parking space must have space for the vehicle and an additional space that serves as an access aisle. A sign with the international symbol of accessibility must be located in front of the parking space and mounted high enough so it is not hidden by a vehicle parked in the space. The space must be marked as accessible on the pavement as well. On signs, it's better to use the term "accessible parking" rather than "handicapped parking."

Accessible parking spaces should be the spaces closest to the accessible entrance that is on level ground. An accessible route must be provided between the access aisle and the accessible entrance. This route must have no steps or steep slopes and it must have a slip-resistant surface. Van accessible spaces must

be at least five feet wide, must have an access aisle that is at least eight feet wide and must be designated by a sign with the international accessibility symbol and which says "van accessible." Other accessible parking spaces for cars must have an access aisle that is at least five feet wide; other features are the same as for vans, but omitting the "van accessible" sign.

The number of accessible parking spaces that must be provided is based on the total number of parking spaces that you provide. For example, if your parking lot has 25 or fewer spaces, then at least one must be an accessible parking space. If it has 50 or fewer spaces, it must have at least two accessible parking spaces. If you provide only one accessible parking space, it must be a van accessible space. Where more than one accessible parking space is required, one of eight accessible parking spaces must be van accessible.

For more information about accessible parking, visit www.usdoj.gov/crt/ada/business.htm and click on "Restriping Parking Lots."

Step Two: Making the Entrance Accessible

Providing physical access to a facility's entrance is basic. Having even one step at the front door can prevent access by a person using a wheelchair and can make entry difficult for many people with other mobility disabilities.

If your entrance has one or two steps, you may make it accessible by using an alternate accessible entrance or by adding a ramp. When a business has two public entrances, in most cases, only one must be accessible. When one entrance is not accessible but another entrance is, a sign must provide direction to the accessible entrance. The alternative entrance should be open during store hours. If the accessible entrance is locked due to security concerns, you must provide a way for customers to notify staff to open the door, such as a buzzer, and you must train your staff to respond appropriately. Make sure that there's a clear path to this accessible entrance and that it's not littered with trash or obstructed by equipment. Do what you can to make sure this entrance doesn't look like a back door. On all of your paths for customers, take care to avoid overhangs or protruding elements that a person with visual impairments can't see.

When a ramp is added to provide an accessible entrance, the slope of the ramp should be as shallow as possible, no more than one inch of height for every foot of length. For details about slope requirements, review the Standards. It is best to grade the area that is adjacent to the ramp to avoid an abrupt drop-off. If a drop-off exists, then a barrier such as a raised edge or railing must be installed. Edge protection is important because it prevents people from rolling off the edge of the ramp.

Another way to provide access at an entrance is to use a platform or folding lift. A lift may be a good solution where little space exists for a ramp or when an entrance serves more than one level. Lifts require periodic maintenance and must meet

safety codes but are worthwhile considerations when a ramp is not feasible.

When it is not readily achievable for you to provide an accessible entrance, you must provide the goods and services in some other way, if doing so is readily achievable. For example, if a restaurant has several steps at the entrance and no accessible entry is possible, providing home delivery or some alternative service may be required. Or, it may be possible to receive an order by telephone and to have a clerk bring the order to the customer outside. If you provide alternative service, you should publicize this, so customers know about your commitment to meeting their needs.

Step Three: Making Doors Accessible

Most entrances to stores and businesses use 36-inch wide doors that are wide enough to be accessible for people who use wheelchairs. However, some older doors are narrow. It may be possible to use special “swing clear” hinges that provide more clearance without replacing the door and door frame. Door openings can sometimes be enlarged.

Inaccessible door hardware also can prevent access. Many people with mobility disabilities find some types of handles difficult to use. Round door knobs (which require tight grasping and twisting to operate) or handles with a thumb latch are very difficult to use and are thus inaccessible. These must be modified or replaced, if doing so is readily achievable. Such a modification is usually relatively easy and inexpensive. A round door-knob can be replaced with a lever handle or modified by adding a clamp-on lever. In some cases, a thumb latch can be made inoperative so the customer may pull the door open without depressing the latch. A flat panel-type pull handle can be replaced with a loop-type handle.

Step Four: Making the Shopping Area Accessible

After ensuring that your parking and entrance are accessible, you must next make sure that people with disabilities will be able to get to the items that you are selling. When sale items are displayed on shelves, the store must provide an accessible route to fixed shelves and displays, if doing so is readily achievable.

If the maneuvering space adjacent to shelves and displays is too narrow, the space should be widened. In general, a 36-inch wide accessible route is needed, with a slightly larger space required at corners. Be sure the path is not obstructed by sale items, vending machines or other obstacles.

Some businesses will have difficulty providing enough maneuvering space between all displays and shelving without reducing selling space and substantially affecting profitability. This may be considered in determining if it is readily achievable to provide access to all sales areas. If access is not provided to all sales areas, then alternative services, such as having staff available to retrieve items, must be provided, if doing so is readily achievable.

It is not necessary to locate all merchandise within reach of people who use wheelchairs, crutches or walkers. Items can be placed at any height but staff should be available to assist customers who may have difficulty reaching or viewing items. Again, this service should be publicized with appropriate notices.

Step Five: Making Counters Accessible

When sales or service counters are provided, the counters must be accessible, if doing so is readily achievable.

At counters having a cash register, a section of counter at least 36 inches long and not more than 36 inches above the floor is required. This provides a lowered surface where goods and money may be exchanged. An alternative solution is to provide an auxiliary counter nearby.

In addition to not being higher than 36 inches, all accessible counters must have a clear floor space in front of the accessible surface that permits a customer using a wheelchair to pull alongside. This space needs to be at least 30 inches by 4 inches. If you cannot provide an accessible sales or service counter or auxiliary counter nearby, such as a table or desk, you may provide a clip board or lap board for use until you can find a more permanent solution.

Checkout aisles have different requirements. An accessible checkout aisle must provide a minimum of a 36-inch-wide access aisle and it must be identified by a sign with the international symbol of accessibility mounted over the aisle. The counter adjacent to the accessible checkout aisle cannot be higher than 38 inches. If a lip is provided between the counter and the checkout aisle, its maximum height is 40 inches.

Step Six: Making Tables Accessible

If you provide tables, then at least five percent of the tables (or at least one) must be accessible, if doing so is readily achievable. Accessible seating must be provided at each accessible table to accommodate people using wheelchairs. Movable chairs may be used for these tables and the chairs may be removed when customers using wheelchairs use the table. The same requirements apply to fixed tables in outdoor areas such as picnic areas.

An accessible table is between 28 and 34 inches high. At least 27 inches of knee clearance must be provided. An accessible route must provide access to each accessible table and a clear floor area 30 inches by 48 inches must be provided at each accessible seating location. This clear floor area must extend 19 inches under the table to provide leg and knee clearance.

If it is not readily achievable to provide the minimum number of accessible tables in all areas where fixed tables are provided, then the services must be provided in another accessible location, if doing so is readily achievable. However, these alternate location(s) must be available for all customers and not just people with disabilities.

Step Seven: Making Restrooms Accessible

If you provide public restrooms, you need to make them accessible to people with disabilities, if doing so is readily achievable. For specific details, consult the Standards. One popular solution is to transform the men's restroom into a unisex, accessible, family restroom.

Step Eight: Making Policies and Procedures Accessible

Policies: Businesses must review their policies and procedures for serving customers and change those that exclude or limit participation by people with disabilities. For example, if a store has a policy to exclude all animals, the policy must be changed to permit people who use service animals, such as seeing-eye dogs, to enter the store with their service animals.

Communicating with Customers: Customers who have hearing or speech disabilities may need to communicate with sales staff without using speech. Some people who are deaf are able to use speech but unable to understand words spoken by others, while other deaf people are not able to use speech. People with such disabilities may require extra time to complete their message or extra attention by staff to understand what is being said. When speech communication is not possible, simple questions, such as the price of an item, may be handled with pen and paper or a mixture of speech and written notes. Staff should be aware of the need to use notes or both speech and notes. It is appropriate to ask the customer how he prefers to communicate. Be sure to address your conversation to your customer with a disability and not to his companion or interpreter.

When more complex or lengthy communications are needed, it may be necessary to provide a sign language interpreter in, for example, negotiating the purchase of an automobile or home. But most business communications with customers involve only simple communications that can be done using pen and paper.

Many people with hearing or speech disabilities use a telecommunications device for the deaf (TDD) instead of a standard telephone. This device has a keyboard for entering messages and a visual display to view the content of a conversation from another person using a TDD. To make it easier for people who use a TDD to communicate with people who do not have a TDD, there is a national network that handles voice-to-TDD and TDD-to-voice calls. Customers who use a TDD may telephone your business using a relay network. The relay's operator has a TDD and translates TDD and voice messages. The caller using a TDD calls the relay operator, who then calls your business. The caller types the message into the TDD and the operator reads the message to you. You respond by talking to the operator, who then enters your message into the TDD, verbatim.

Step Nine: Making Your Web Site Accessible

When people think about making their businesses accessible, they tend to think of doorways and parking. Often overlooked is that growing business portal, websites. Make sure that

your company website is accessible to people with visual impairments. A good source of tools, checklists and guidelines is available from the Web Accessibility Initiative, <http://www.w3.org/WAI/References/QuickTips/>.

Step Ten: Finding Financial Help to Improve Accessibility

To help businesses comply with the ADA, Section 44 of the IRS Code allows a tax credit for small businesses and Section 190 of the IRS Code allows a tax deduction for all businesses.

The tax credit is available to businesses with total revenues of \$1,000,000 or less in the previous tax year or with 30 or fewer full-time employees. This credit can cover 50% of the eligible access expenditures in a year up to \$10,250 (current maximum credit of \$5000). The tax credit can be used to offset the cost of undertaking barrier removal and alterations to improve accessibility; providing accessible formats such as Braille, large print and audio tape; making available sign language interpreters or readers for customers, and for purchasing certain adaptive equipment.

The tax deduction is available to all businesses, with a maximum deduction of \$15,000 per year. The tax deduction can be claimed for expenses incurred in barrier removal and alterations.

To learn more about the tax credit and tax deduction provisions, contact the Department of Justice ADA Information Line listed in the Resources section. Also, there's a tax incentive resource kit for businesses available at www.usdoj.gov/crt/ada/taxpack.htm.

New Construction and Alterations

The ADA and the Indiana Building Code require that newly constructed facilities meet or exceed the minimum requirements of the ADA Standards. Alterations to facilities, spaces or elements (including renovations) also must comply with the Standards. If you build a new facility or modify an existing one, (for example, restriping the parking area, replacing the entry door or renovating the sales counter), make sure to consult the Standards and the regulations for the specific requirements. Renovations or modifications are considered to be alterations when they affect the usability of the element or space; for example, installing a new display counter or moving walls in a sales area. However, simple maintenance, such as repainting a wall, is not considered an alteration by these laws.

Accessibility Checklist

What follows is an accessibility checklist developed by Bloomington's Council for Community Accessibility. You may use this to evaluate your business yourself. Or, if you prefer, redeem the coupon in this handbook for a free accessibility survey from the CCA. Once your business is found to be accessible, you will be entitled to a CCA decal that you may display to let potential customers know you're accessible. And, as Steve Howard noted in his introduction, the Chamber will then be able to identify your business as being accessible in the Chamber's business directory.

AccessAbility Decal Program Screening Form: Retail

PARKING

	Yes	No	N/A	Comments
1. If parking is provided, is at least 1 per 25 spaces reserved for accessible parking?				
2. Are accessible parking spaces at least 96" wide with access aisle along side an additional 60" wide?				
3. Is at least 1 (per 8) accessible parking space "van accessible": with 96" wide access aisle and appropriate eye-level sign?				
4. Easy wheelchair access from parking space to sidewalk?				

ACCESS ROUTE (to get to entrance, common areas, etc.)

	Yes	No	N/A	Comments
1. Are all parts of facility (including exterior sales areas) connected by access routes that are at least 36" wide (except doors), have steps no more than 1/2" high, and clear of protruding objects between 27" and 80" from ground?				
2. Ramps and cutaways: Slope does not exceed 1:12* and at least 36" wide? Ramps longer than 6' must have railings 34"-38" high, and uninterrupted slope cannot exceed 30'. A ramp that is 30' or more requires a 5' x 5' area for passage and resting.				

ENTRANCE & INTERIOR DOORS; ELEVATORS & STAIRS

	Yes	No	N/A	Comments
1. Is there clear signage to the accessible entrance?				
2. Hinged, not revolving, easy-opening (can be opened with a closed fist) doors with at least a 32" clear opening?				
3. Are all thresholds no higher than 3/4" with beveled edge, and a slope no greater than 1:2?				
4. If there are ELEVATORS: wheelchair accessible and serving all levels not ramped?				
5. Car controls no higher than 48," closed fist operable and marked with raised characters and both visual and audible floor indicators?				

*To measure the grade of a ramp, determine the height (the difference between the highest and lowest points) in inches, then measure the length of the ramp. 1:12 means 2" of length for every inch of height; 1:20 means 20" of length for every inch of height.

COMMON AREAS (INTERIOR AND EXTERIOR)

	Yes	No	N/A	Comments
1. Are all the appropriate accommodations and facilities of your business or operation usable by persons with physical disabilities, with 36" wide accessible routes free of protrusions from 27" to 80" high?				

PUBLIC RESTROOMS AND DRINKING FOUNTAINS

	Yes	No	N/A	Comments
1. If there are public restrooms, does at least one per floor have at least a 32" clearance at the door and accessibility signage?				
2. Is there unobstructed space 5' x 5' (including the sink and toilet)? If a stall is provided, is it 5' x 5'?				
3. Are there grab bars at the back and side of the toilet?				
4. Are fixtures reachable from a seated position, and operable with a closed fist?				

MERCANTILE: MERCHANDISE DISPLAY, SERVICE COUNTERS, DRESSING ROOMS

	Yes	No	N/A	Comments
1. Is a portion of the service counter space no more than 36" high, or is there lower space to the counter's side (minimum: 36" wide)?				
2. Are accessible service counter spaces distributed throughout the space?				
3. Is a portion of the merchandise counter space no more than 36" high, or is there lower space to the counter's side (minimum: 36" wide)?				
4. Is a portion of the merchandise space within the reach ranges of: Forward reach: 15"-48" Side reach: 9"-54"				
5. If there are public dressing rooms, are the following provided in an accessible dressing room area? Clear floor space for a 5' dia. wheelchair Hinged, easy-opening (can be opened with a closed fist) doors with at least a 32" clear opening? Bench, 24" x 48," fixed to wall along the long dimension, 17"-19" high Clear floor space for a parallel transfer (36" x 48") Full-length mirror, 18" wide x 54" high, viewable from bench and while standing				

CUSTOMER SERVICE AND EMPLOYMENT

	Yes	No	Comments
1. Does your staff receive information during orientation on how to serve customers with disabilities?			
2. Do you have materials available in alternative formats for people with visual disabilities?			
3. Do you provide additional support to customers with disabilities? If so, how do you let them know support is available?			
4. Do you employ people with disabilities?			
5. Are you familiar with the resources available in case an employee with a disability needs an accommodation?			

Resources

Organizations

Abilities Unlimited

Provides medical equipment, individual and family support services and home modification for accessible living.

(812) 332-1620

ADA-Indiana

Provides information about the ADA. Conducts training for businesses and communities. Funds small grants for local community ADA implementation grants (not for building or personal accommodations).

(812) 855-6508

www.adaindiana.org

adainfo@indiana.org

Bloomington Human Rights Commission

Provides answers to questions relating to the ADA; investigates complaints of discrimination.

(812) 349-3429

human.rights@bloomington.in.gov

Council for Community Accessibility

Promotes community education and public awareness, advocates for concerns of people with disabilities and provides accessibility surveys.

(812) 349-3471

www.bloomington.in.gov/cfrd

Department of Justice ADA Information Line

The ADA Information Line is available during weekdays to provide technical assistance on the ADA Standards for Accessible Design and other ADA provisions. It also provides a 24-hour automated service for ordering ADA materials.

800-514-0301 (voice)

800-514-0383 (TDD)

<http://www.usdoj.gov/disabilities.htm>

Great Lakes Disability and Business Technical Assistance Center

One of ten regional centers funded by the Department of Education to provide technical assistance on the ADA. They're excellent resources for getting up-to-date information about business questions and access to free publications. One toll-free number connects to the center in your region.

800-949-4232 (voice & TDD)

www.adagreatlakes.org

Access Board

Offers technical assistance on the ADA Accessibility Guidelines.

800-872-2253 (voice)

800-993-2822 (TTY)

www.access-board.gov/

Publications

ADA Guide for Small Businesses

ADA Tax Incentives for Businesses

Common ADA Errors and Omissions in New Construction and Alterations

Readily Achievable Barrier Removal and Van-Accessible Parking Spaces

Restriping Parking Lots

These and many other publications are available for free at

www.usdoj.gov/crt/ada/publicat.htm.



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